

You Set Our Standards!

SUPERIOR COURT OF CALIFORNIA - COUNTY OF RIVERSIDE CUSTOMER SERVICE ACTION REPORT

Riverside County Superior Court receives more than 1,500 Customer Service comment cards annually. In addition, we provide staff training classes in an effort to improve customer service and access to the courts. The Court has implemented several procedural and facilities changes to better accommodate the needs of the public. Below is a list of completed and pending items based on comments from the public. Thanks for your input!

ACTION TAKEN	BANNING	BLYTHE	CORONA	HEMET	INDIO	MID FSD	MURRIETA	RIV. APPEALS	RIV. CIVIL	RIV. CRIMINAL	RIV. FAMILY	RIV. FSD	RIV. JURY	RIV. JUVENILE	RIV. PRETRIAL	RIV. PROBATE	TEMECULA
Added signs for clarification	X	X	X	P	X	X	X	N/A	X	P	P	X	N/A	X	P	N/A	P
Added/modified public/atty express window	X	X	N/A	X	X	N/A	X	N/A	X	X	N/A	N/A	N/A	N/A	N/A	N/A	P
Additional staff at Jury room	N/A	X	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Additional staff at public windows	X	P	N/A	X	X	N/A	X	N/A	X	X	N/A	N/A	N/A	N/A	N/A	N/A	P
Additional staff in lobby to direct customers	N/A	N/A	N/A	N/A	X	N/A	P	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	X
Additional staff members/supervisor	P	N/A	N/A	P	X	N/A	X	N/A	N/A	X	X	N/A	N/A	X	N/A	N/A	X
Alphabetized attorney pick up bin	X	X	N/A	X	X	N/A	X	N/A	X	P	X	N/A	N/A	N/A	N/A	N/A	X
Appointments for exhibits	N/A	N/A	N/A	N/A	X	N/A	X	P	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Assist with marriage/notary licenses	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Assign numbers as customers come-in	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Bail quote modification	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	X
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Bi-Lingual clerk added	P	P	N/A	X	X	X	X	N/A	N/A	X	X	X	N/A	X	N/A	N/A	P
Brochure holders installed	X	X	N/A	X	X	P	X	N/A	X	X	X	X	N/A	X	P	N/A	X
Building address visibility	X	X	P	X	X	P	X	N/A	N/A	X	X	X	N/A	N/A	P	N/A	X
Calendar changes to reduce waiting	X	N/A	N/A	X	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A
Changing table in women's restroom	N/A	N/A	N/A	X	N/A	N/A	P	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	P
Clerk's customer service mission statement	P	N/A	P	P	N/A	X	X	N/A	N/A	P	N/A	X	N/A	N/A	N/A	N/A	X
Community Outreach involvement	P	X	N/A	P	X	X	X	N/A	N/A	N/A	N/A	X	N/A	N/A	P	N/A	P
Connect rare nationalities to their Embassy	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Counsel employee-neg. customer comments	X	X	N/A	X	X	X	X	X	X	X	X	X	N/A	X	P	X	X
Counter/Phone back-up assignments	X	X	X	X	X	X	X	N/A	N/A	X	N/A	X	N/A	X	N/A	N/A	X
Court hours 10 - 6, Monday - Saturday	P	N/A	N/A	P	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P
Cross Train clerk to assist at all windows	P	X	N/A	P	X	X	X	N/A	N/A	P	N/A	X	N/A	N/A	N/A	N/A	P
Customer Service class attendance	X	X	N/A	X	X	X	X	X	X	P	X	X	N/A	X	N/A	X	X
Customer Survey Cards in Spanish	P	N/A	N/A	P	N/A	P	P	N/A	N/A	P	N/A	P	N/A	N/A	N/A	N/A	P
Developed network to ensure same processing	X	P	P	X	P	X	P	N/A	N/A	P	P	X	N/A	X	N/A	N/A	P
Disability access - automate public doors	P	P	N/A	P	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P
Discussion of customer surveys at staff meetings	X	X	X	X	X	X	X	X	X	X	X	X	N/A	X	P	X	X
Door opening "warning" safety precaution	P	N/A	N/A	N/A	N/A	P	P	N/A	X	X	N/A	P	N/A	N/A	N/A	N/A	P
Drop box for after hour use	P	X	N/A	X	X	N/A	X	N/A	N/A	P	X	N/A	N/A	X	N/A	N/A	X
Drop box supplies be maintained	X	X	N/A	X	X	N/A	X	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	X
Extended FLAC availability	N/A	N/A	N/A	P	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Facility modifications	P	P	P	P	P	P	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	P

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FLAC/Mediation reception person	X	N/A	N/A	P	X	X	X	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A
FSD - Add ATM machines	N/A	N/A	N/A	N/A	N/A	X	X	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	P
Formed/Participated in Jury Improvement Committee	N/A	N/A	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Handicap parking	P	X	N/A	X	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X
Install secured comment boxes	P	X	P	X	X	X	X	N/A	P	P	P	X	X	P	N/A	P	X
Installed 800 # jury emergency phone line	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Installed juror microwave oven	N/A	X	P	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Installed TDD phone line	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	X
Installed juror toll free fax, gen. Information #	N/A	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Installed juror room TV	N/A	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Installed juror vending machines	N/A	X	X	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Intercom announcements	N/A	X	N/A	X	X	N/A	X	N/A	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A
Juror Deliberation room=coffee, cream, sugar	N/A	X	X	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror Entrance Only	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Juror Failure To Appear Program	N/A	N/A	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror check-in hours - a.m. & p.m. check-in	N/A	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Juror pamphlet and written instructions	N/A	X	N/A	N/A	X	N/A	P	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror parking lot add/modify	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror room entertainment	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Juror room refrigerator installed	N/A	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror room - adequate seating	N/A	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Juror summons modification	N/A	X	X	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Juror summons modification add dress code	N/A	P	X	N/A	P	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Jury Customer Service Cards - specific	N/A	X	X	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	N/A
Jury room vending machine - stock often	N/A	X	X	N/A	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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Language Lines (telephonic)	X	X	X	X	X	N/A	X	X	N/A	X	N/A	N/A	N/A	X	P	N/A	X
Name tags on windows	X	N/A	N/A	X	N/A	N/A	P	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	X
Numbered customer service windows	X	X	N/A	X	N/A	N/A	X	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Payment drop boxes	X	X	N/A	X	X	N/A	X	N/A	N/A	X	N/A	N/A	N/A	X	N/A	N/A	X
Post dress code	P	N/A	N/A	P	N/A	N/A	X	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	P
Posted fee schedules	X	X	N/A	P	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X
Praise & recognition of staff for great service	X	X	X	X	X	X	X	X	X	X	X	X	N/A	X	P	X	X
Provide case print if receipt printer is down	X	X	N/A	X	X	X	X	X	N/A	X	X	X	N/A	X	N/A	N/A	X
Provide more information/phone numbers	X	N/A	N/A	X	N/A	X	X	X	N/A	X	N/A	X	N/A	N/A	P	N/A	X
Provide maps, payment envelopes, etc.	X	N/A	N/A	X	N/A	X	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	X
Provide Small Claims manual for viewing	P	N/A	N/A	P	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X
Provide work space for litigants	X	X	N/A	X	X	X	X	N/A	N/A	N/A	X	X	N/A	N/A	N/A	N/A	P
Public viewing station relocation/addition	X	X	N/A	X	X	N/A	X	N/A	X	X	N/A	N/A	N/A	X	N/A	N/A	P
Public counter modification	P	N/A	N/A	N/A	N/A	N/A	X	N/A	N/A	P	N/A	N/A	N/A	N/A	N/A	N/A	P
Public line ropes for service clarification	X	N/A	N/A	X	N/A	N/A	N/A	N/A	N/A	X	X	N/A	N/A	N/A	N/A	N/A	X
Secured waiting area for Domestic Violence victims	P	N/A	N/A	X	N/A	N/A	P	N/A	N/A	P	X	N/A	N/A	N/A	N/A	N/A	X
Security Guard - customer service	P	X	X	P	X	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X
Small claims packets at counter	X	X	N/A	X	X	N/A	X	N/A	X	X	N/A	X	N/A	N/A	N/A	N/A	X
Staff cross training	P	X	P	P	X	X	X	N/A	X	P	X	N/A	N/A	X	N/A	X	P
Tape recording modifications	P	X	N/A	N/A	X	N/A	X	N/A	N/A	N/A	N/A	P	N/A	N/A	N/A	N/A	P
Telephone - correct busy signal or hang ups	P	P	P	P	P	P	P	P	P	P	X	X	P	P	P	P	P
Training manuals for clerks	P	P	P	P	P	X	X	P	N/A	P	X	X	N/A	N/A	N/A	N/A	X
Warrant Bank-contact person	X	X	N/A	X	X	X	X	N/A	X	P	X	X	N/A	X	P	X	X
Web site on the Internet	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Windows - adjust height to customer windows	P	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	P

X= completed P= pending